

# NewsConnection

A monthly newsletter for DSHS staff and friends

## In the spirit of giving back to the community, residents of Mission Creek share earnings, raise funds, go shopping



Residents at Mission Creek Youth Camp gave back to the community through their holiday generosity and commitment. Making the project possible were (from left) MCYC staff: Sharon Bell, Tina Mediros, Phoebe Hutsell, Chris Hitchings, and Don Jones, with residents Tykia, Jason, and Pavel. Other residents who were part of this effort were Thompson, Keodora, and Taylor.

By Sharon Bell, Mission Creek Youth Camp Program Manager

**T**he staff and residents of Mission Creek Youth Camp recently embarked on a project that exemplifies the competency-based model used in Juvenile Rehabilitation Administration.

The youth decided to donate a portion of their work stipends to purchase groceries for the North Mason Food Bank.

Employees throughout Mission Creek, located in Belfair, participated in this rehabilitative endeavor by role modeling, coordinating, encouraging and teaching the youth.

The youth donated over \$388, developed a budget, created a nutritional shopping list, purchased the groceries, then delivered the food prior to the Thanksgiving holiday.

This would not have been accomplished without the cooperative expertise, enthusiasm and efforts of treatment and support staff that includes, but is not limited to, counselors, cooks, and account technicians. Staff also made monetary and food contributions for a combined total donation of over \$600.

The enthusiasm of the residents to give back to the community led to yet another project in which residents collected more than \$500 to donate to the Toys for Tots program.

Accompanied by three staff members, three residents were selected to purchase an assortment of toys for distribution. The youth

were pleased to learn that the East Bremerton WalMart agreed to give a 20 percent discount for toys purchased for the project.

**“this worthy project is just one example of the many routine tasks that occur daily”**

The purchased toys and any remaining money were presented to a representative from the Marine Corps at Mission Creek on Dec. 22.

The participation of staff for their contribution to this worthy project is just one example of the many routine tasks that occur daily and are so typical of the spirit of the organization's people fostering change in our youth.

Appropriate interactive processes are essential to the successful operation of the institution and an integral part of helping youth formulate their own treatment needs and goals.

It is sometimes the routine tasks and caring that go unrecognized yet are truly the backbone of all rehabilitative efforts.

Similar events should not be viewed as unique, but as another cumulative piece in the rehabilitation of juveniles, thus resulting in the development of a culture where pride and job satisfaction are the norm rather than the exception.

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## Only three findings sets a record

For Fiscal Year 1999 DSHS disbursed \$5,563,540,946 — that’s \$5.5 billion. On a daily basis, DSHS disbursed \$15,242,577 or \$15.2 million. And every cent must be accounted for.

Throughout the year the State Auditor checks our processes and numbers closely to be sure that is happening. For the first time ever, the auditor’s report for Fiscal Year 1999 had only three “findings” of procedures that need some correction.

“To only have three findings represents the tremendous teamwork taking place between program and fiscal staff throughout the department,” said Secretary Lyle Quasim.

In 1996, when the department had 13 findings, Secretary Quasim initiated a program of intensive training and technical assistance for managers and staff. This effort has resulted in improved standards plus stronger management systems and internal controls. Since the program began, the number of findings has dropped each year.

### The News Connection

DSHS Communications  
PO Box 45110  
Olympia, WA 98504-5110

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# Secretary's corner

by Lyle Quasim



## Words about our work

Employees, clients, and the public share thoughts on the work we do

Send your thoughts and/or letters from clients to Secretary Lyle Quasim, attention: Letters to The News Connection, P.O. Box (Mailstop) 45010, Olympia WA 98504; via e-mail Quasil@dshs.wa.gov



What would the world look like without DSHS? A world without DSHS would mean that 18,000 people who work for this agency would be out of jobs. So would about 100,000 other people who work for nonprofit organizations, service agencies, nursing homes, and health care providers that contract with DSHS.

None of those 118,000 would be taking care of people who need to be taken care of. That's mainly what DSHS does: We take care of people.

If DSHS didn't exist, kids — even newborns — who need foster care wouldn't get it. Elderly people who need nursing home care would be on their own. If they didn't have families with enough money to pay for them, who knows what they would do.

Most of us can't imagine a society so perfect that we wouldn't need DSHS. In order not to need DSHS, every family would have to be both rich and perfect. No one would have a disability or disease their family couldn't afford. No one would ever get addicted to drugs or alcohol. No one would ever find themselves alone in their old age.

Between these two extremes is the real world we live in. Ours is a world in which humans stumble and fall every day.

If DSHS didn't exist, the tragedy would be twofold:

First would be the tragedy of all the vulnerable people who suffered for lack of care.

And second would be the tragedy of a society that was so morally impoverished — so severely disabled, that it could not take care of its own.

It's hard to imagine that in such a society any other institution would work.

Because in a society where people don't care enough about their fellow humans to take care of each other, there's no reason to think they would support public schools for other people's children, pay taxes for other people's roads, or respect other people's rights.

DSHS is a big organization that exists to implement a big idea — the idea that the better we do at taking care of each other, the better our society is for all of us.

*Lyle Quasim*

**To: Tom Haines, CSO Administrator and My Rainier CSO Co-Workers**

Today is my last day in the Rainier office as a "social worker." For nearly a quarter century I have had the distinct pleasure to work with literally thousands of clients and co-workers. Truly, *I am humbled and lucky to have lived such a "work life"—people here have been more like a family to me rather than just co-workers.*

Prior to my leaving DSHS and the Rainier CSO...I would like to take the time to express my sincere gratitude to Mr. Tom Haines, the CSO administrator, Vanessa Gaston, the most recent deputy administrator, Cathy Funk, my supervisor and mentor, all the financial workers, supervisors, technicians, my fellow (and esteemed) social workers, the clerical support, and the clients we have all served. Without the support of all of these people...(and many more) the success the clients and I had over the years would have been limited.

My own story within this agency began in May of 1975—proudly, I can say I was the first refugee social worker in our state (a very great state).

...The Rainier Office, Region 4, and the State Office through the Office of Refugee and Immigrant Assistance (ORIA) established one of the best service delivery models in the nation for serving refugees and immigrants. This model has been a work in progress for nearly 25 years.

During my first four or five years in the office I was overwhelmed by the waves of refugees and the support of the American citizens of our state, specifically my co-workers in the Rainier CSO. Initially, my focus was just to help the clients with their eligibility and to help them find local resources for resettlement in this new land and eventually to help/encourage them to find employment. Over the years, all of the newly-arriving refugees have had many hardships due to the uprooting from their homeland with such short notice.

They came here with almost nothing and were separated from the ones they loved. But in our office I believe we steadfastly anchored their resettlement and gave life to their dreams.

As I reflect on my years of service I

cannot help but be touched by the human struggle and the triumph of so many refugees. At times it may seem like we have big caseloads, but, from my little chair in the upper right-hand corner of the Rainier CSO the view is sweeping and majestic. ...For over 25 years...over 125,000 refugees have come to our state. And as we look down the Rainier Valley corridor and across the state we can see refugee businesses, churches, successful refugees in the private sector and in government, and best of all many new good restaurants. All of this ... was anchored and nourished by the help of my co-workers and the support staff at the Rainier Office and other organizations in our state. In our state we really do have a public/private partnership.

...When I first started my new job my supervisor explained to me that this would be an eight-hour-a-day, five-days-a-week job. But little did I know that this would be far from the case. ...I found out over the years, as did my fellow bilingual refugee social workers, that the job seemed more like a seven-days-a-week job. ... Wherever I went: the grocery store, church, or even in the comfort of my home at night there was always a greeting and a question...about this new land - an eligibility question, did I know what would happen next, or how could I help them help their children. ...Everything seemed so far away—not only their homeland, but, their destiny as well.

...In our state the refugees are proud of our resettlement experience, but, also we are most honored to have received the support of people like those who work in the CSO - this help didn't start and stop at the Rainier CSO doorstep; it extended to the communities where our staff lived, as resettled refugees we became neighbors and friends.

*One thing I can say about the refugee client community is that they always appreciated your help. ...Everyday I heard their*



*gratitude, saw their laughter, and understood their tears.* Each day people thanked me and this office. ...Even today at supper tables, in restaurants, or other gatherings the refugees I ... encounter think back about their initial resettlement days and think fondly of the help they received from the citizens of Washington State.

*I would like to share two family's stories that illustrate the success of our efforts.*

The first family case I would like to share arrived in May 1975 and was my first case at the Rainier CSO. They came here with nothing but a suitcase, five children and one on the way, and a dream for a better life and freedom. They spoke no English and had no transferable skills. For four years they were on public assistance and lived in a small two-bedroom rental close to our office. At the end of the four years they both took low paying jobs and for the next two years saved to buy a house in Renton. Today, the family is doing well - the three sons are all engineers (one of the boys just quit his job to go to MIT on scholarship to get his Ph.D.) and one daughter is a doctor, one daughter is a dentist, and the other daughter is a successful architect.

My second story is about a family that arrived in 1980. The family included a husband and wife and four small children (three boys and a girl). They were on assistance several years and worked hard to learn English and obtain a skill and initially lived in low-income housing. But after a few years both the husband and wife found entry-level jobs and worked their way up to middle income parents and bought a house. The children all worked diligently at school—the three sons became engineers and the daughter graduated from the University of Washington in Accounting.

I can't count the times that these families have said thanks. ...One thing that rings true throughout the refugee community is that "they remember the help from the staff at Rainier" and that "their focus was always on their children."

Today refugees are employed in all kinds of occupations from a janitor, to a doctor to lawyer to a policeman, and yes even a social worker. Proudly, I see they are giving back and I know on my way out they would like me to thank everyone at the Rainier CSO for your help!

With pride we can stand not only as a national model but as a collective group who helped many resettle and make Washington their home.

**My Sincerest Wishes,**  
Nguyen Ke Nhon  
Refugee Social Worker, Seattle

## Secretary's Web site expands

Continuing his commitment to keep all staff informed of the important news in the department, Secretary Lyle Quasim has an improved Intranet Web site. The Secretary's page will continue to feature his column via *The NewsConnection* link, and will keep staff posted on the latest decisions and actions on streamlining and addressing budget restraints. Go to the DSHS Intranet site at <http://intra.dshs.wa.gov/> and select "Office of the Secretary," or go to <http://intra.dshs.wa.gov/SecretarysNews/>

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**SECRETARY**, Lyle Quasim • **DIRECTOR OF COMMUNITY RELATIONS**, Dave Black • **EDITOR**, Irenne Hopman • **DESIGN**, Publications Mgmt.

*The mission of DSHS is to improve the quality of life for individuals and families in need. We will help people achieve safe, self-sufficient, healthy and secure lives.*



Sharing our successes and commitment to  
reaching beyond the expected to the excellent

# Quality IN DSHS

## Recognition: giving attention or favorable notice

One of the key principles of Quality Improvement is to pay attention to those closest to the work — those with profound knowledge. Paying attention includes consulting, respecting input, listening to suggestions, communicating openly, sharing information, and celebrating and expressing thanks.

The focus of this edition of *The NewsConnection* is on recognition — how we recognize employees for a job well done. In some cases this means a formal program such as the departmentwide DSHS Outstanding Employee Recognition Program where employees at local, regional, and state levels are honored for their outstanding work individually, as a team, and as visionaries for diversity. It can also mean those quiet individual moments when a supervisor or colleague says to a co-worker, “Thank you. Your work is important.”

Sometimes the focus is on the extraordinary efforts. But the examples you will see on the next two pages reflect a far broader understanding of the nature of employee recognition. Indeed, one could say that employee recognition permeates every aspect of our work. It is about how we welcome people into the work place as new employees, how we work together on a daily basis, how we notice each other's contributions, how we celebrate successes, and how we work together during the most difficult times.

Staff appreciate being recognized for simply doing well the job they were hired to do — nothing herculean, just persevering with integrity every day. Everyone likes to know their work is noticed and appreciated. We all need to remember to take time to say, “Thanks!”

This month we hear from four administrations on how they acknowledge and celebrate their employees. The remaining four administrations will share their approaches in the April edition of *The NewsConnection*.

### AASA: RECOGNITION REVISITED

AASA is probably like the rest of DSHS when it comes to recognition. We talk about it a lot, nod our heads sagely, but have difficulty knowing the best way to go about doing it.

Recently, our Division of Residential Services formed a committee to study the whole subject of employee recognition. They began with a purpose: “To proactively enhance the employee recognition opportunities; to work in a cooperative effort, thus reducing a competitive edge which would then enable the development of a positive, respectful, supportive, nurturing, and professional work environment.”

The committee came up with a wide-ranging list of proposals, including the following:

- find ways to make nominations for awards more inclusive and thoughtful;
- complete performance evaluations on time;
- have funds for special occasions;
- assist with career development;
- conduct exit interviews;
- encourage employee participation in strategic planning;
- recognize birthdays;
- pay attention to new and retiring staff;
- fund training;
- consider a division newsletter;
- strive for salary parity.

The work of Residential Care Services staff reminds us that recognition is a lot more than specific awards and events. Supportive, constant, thorough communication among all levels in the organization is key to employee recognition. A strong communication system reinforces the fact that management values employees and truly cares about their opinions and has their welfare at heart.

Sue Vineyard, in her article “Beyond Banquets, Plaques, and Pins,”

states that, “The norms of an organization are in most part defined by the recognition which is accorded.”

AASA has guidelines for recognition, special Thank You cards, and our share of celebrations for outstanding employees and projects. Important as these activities and resources are, the way we listen to each other, and communicate, is the most important part of our recognition program.

### CHILDREN'S ADMINISTRATION ASKS EMPLOYEES WHAT THEY WANT

In January 1998, the Children's Administration (CA) did an Employee Morale Survey asking for feedback regarding satisfaction with CA's existing recognition plan, with a section asking for suggestions regarding “ideas or strategies that could be implemented concerning staff recognition or incentives.”

The responses from 1,232 employees gave important information that was used by the team chartered to develop reward and recognition strategies to support the quality initiative.

The team, chartered by the CA Quality Steering Committee, included employees from each region and headquarters, and included all levels of the organization. Beginning in May 1999, the team studied research on motivating employees, collected reward and recognition information from public and private agencies, and examined current programs within state agencies, including DSHS.

The recognition plan developed by the team includes awards to be given at the local, regional, headquarters, and statewide levels for individuals and for teams. Recognitions will be numerous and frequent, formal and informal. Supervisors and managers are encouraged to use tools for recognition and liberally reward and recognize employees that they supervise. The plan will be phased in as resources permit. It personalizes recognition to the work of our administration and allows us to continue participating in combined recognition events with DSHS.

The formal awards are broken into separate categories for regional and headquarters staff and include those based on performance in the areas in which we wish to excel.

For regional staff these include: child safety, permanency planning and adoption, family support, child advocacy, foster care recruitment and support, youth life skills development, and regional and office support.

Performance awards for headquarters staff are based on support for management, headquarters and regions, training and employee development, program and policy development, data and information support, community, media and legislative relations and fiscal management.

There are also formal awards for distinction, based on acts of excellence within the last year, regardless of job classification. These include awards for heroism, going beyond the call of duty, cliff diving or risk taking, innovation, teamwork, community relations and advocacy, morale building, cultural competency, mentoring or peer support, dependability and stability (the Rock) and good humor.

Formal team awards are given for achievement in support of agency goals.

Informal flexible awards are also built into the plan. These include awards for “Beyond the Call of Duty” and “On the Spot Awards.” Supervisors and managers will have the tools and resources to provide immediate local recognition. Awards can be items such as pins, buttons, mugs, sweatshirts, t-shirts, plaques, trophies, certificates or admission tickets to amusement parks or other recreational facilities, movie tickets and non-refundable gift certificates. There is flexibility to provide additional recognition in the form of assignment to a special project or temporary relief from new case assignments.

A mentor recognition program will assign small pay increases for extra duties involved in providing formal peer support to each new employee brought into the administration each year.

The Children's Administration recognition plan was designed around what employees said they wanted. It draws on the latest find-

(Continued on page 4)

# Recognition – how do we give it?

(Continued from page 3)

ings of research on the subject. It addresses both intrinsic motivation (learning, sense of achievement, joy in work) and extrinsic motivation (title, monetary reward, recognition).

While the plan does not include the use of actual sabbaticals, raised by a number of employees in the morale survey, the team did study the issue. Still controversial in the public and private sectors, the issue of sabbaticals will be left for another day. This year, reward and recognition will be a combination of the strategies described here, within regions and headquarters, and participation with the DSHS Outstanding Employee Program.

## ESA: APPRECIATING OUR MOST VALUABLE ASSET

In a constantly changing and turbulent environment we sometimes take for granted our most valuable asset - the people on the front line. Research shows that employees who feel their hard work is recognized and appreciated are more productive, more enthusiastic about their job, and more willing to go the extra mile.

Recognition is a leadership tool that can help to motivate and retain our best employees. Recognition programs make a statement to the employees about what is important to the organization and what leaders of the organization value.

The Spokane-DCS Quality Steering Committee commissioned the Employee Recognition Team in November to increase involvement, enthusiasm and frequency of the employee recognition program. The team members were: Sue Huck (leader), Mary Cooper, Nancy McKinney, Judy Kempf, Stella DeWood, Julie Woods, Cheryl Vincelet, Andrew Simbler, and Mark Greene (facilitator).

The team identified problems with the current program and then brainstormed some new ideas:

- Spontaneity and frequency (increase frequency, instead of quarterly).
- Use gift certificates instead of cash (lower denominations and increase number of staff awarded).
- Go to the employees by Catering Praise & Reward (CPR) by Management.
- Use the Grapevine (a Spokane-DCS Today's News WEB page that gives information on staff social and office activities) to publish staff awards.
- On a volunteer basis, office staff would support if funds ran short.

The first Catering Praise & Rewards (CPR) was conducted on Dec. 15. Aaron Powell, the regional administrator, Sue Huck (Recognition Committee Team leader) and Mark Greene (quality consultant) walked around spreading holiday cheer, goodies, fruit, drink (non-alcoholic, of course), gift certificates for three employees and appreciation for all the staff's hard work.

The event was a success and many asked if it could be done every week. The program will continue in a manner that is spontaneous and more frequent than the old program.

## EXECUTIVE ADMINISTRATION HAS BOTH FORMAL AND INFORMAL WAYS

In the Executive Administration, employee efforts are celebrated in a variety of ways ranging from the formal and public (e.g., the agencywide employee recognition program) to the informal and personal (e.g., a private thank you for a job well done). Each event applauds an individual or team for their contribution to the success of our organization.

As an example of more formal recognition, each year a member of the Finance Division Management Team sponsors the Division's Employee Recognition Committee.

This committee, comprised of representatives from each of the four offices, guides the division through the agencywide nomination process and plans the division's recognition ceremony. In addition to the Out-

standing Employee, Team, and Vision awards, the director presents a special award to honor an employee whose efforts best exemplify the mission and goals of the Finance Division.

The Executive Administration Quality Steering Committee (QSC) uses a less formal method of recognizing Quality Improvement Teams. When a Team completes its work, the entire QSC visits the Team's work site to celebrate their accomplishments and present certificates of appreciation and "Quality" mugs.

This last October, ACES celebrated the start-up of one of their quality improvement projects with a "Quality Isn't Scary" Halloween potluck. The originator of the improvement idea received special recognition and everyone had the opportunity to demonstrate their individualism and creativity by participating in costume and pumpkin carving contests.

Budget Division celebrates staff contributions after particularly busy periods. For example, managers cooked breakfast for staff after the supplemental budget submittal.

Operating Budget Staff recognize other program staff at the end of legislative session by awarding pens, cookies, and other items for best turnaround times on fiscal notes, etc. Forecasting staff are treated to lunch by their managers after particular points in the forecasting process. Flowers are occasionally given and lunch at a fancy restaurant marks the end of the forecast process and the beginning of the holidays.


Impromptu and personalized recognition occurs on a regular basis throughout the administration. In Finance Division, managers present "Teamwork" pens at the end of projects. In ACES, managers serve cake and punch to thank everyone after a big project-wide accomplishment. Some supervisors bring "encouragement" treats for their teams to recognize their efforts and keep them going during particularly tough times. At the end of one fiscal year, a team created a list of all the things they had accomplished and their managers congratulated them with a pizza lunch.

Internal customers have demonstrated their appreciation for excellent service by baking brownies for teams or by taking individuals to coffee.

Management and staff also celebrate contributions in quieter ways. Copies of thanks from stakeholders and appreciation from clients or business partners are widely published and recognized. Managers and supervisors stop by cubicles to sincerely thank staff for a job well done. Individuals visit managers and supervisors to thank them for their support.

Employees recognize and compliment each other in meetings, by sending e-mail messages, or by dropping off cards and tokens of appreciation. We have lots of reasons for saying thank you – how we do it seems to be limited only by our imaginations.

*Quentin the Quail* was developed by the Economic Services Administration's Quality Steering Committee communications subcommittee. According to Gayle Dormaier, a former member of the committee, "We developed Quentin as ESA's mascot — an easily recognizable figure that we could put on quality memos, our Web site, buttons, etc. We had posters made and distributed throughout ESA and buttons made up to give to people attending Quality Improvement Teams. Quentin has been received with mixed reviews, but rumor has it that lots of people have been trying to get a button! The original concept design was done by Dennis Gough, a support enforcement officer in the Yakima field office, and it was fully developed by Matt Ruhl in Publications Management."





### Sharing our successes and commitment to reaching beyond the expected to the excellent

Each of the eight administrations has steering committees to assist in leading the department's efforts to continue providing quality services to the residents of the state of Washington. For more information on the quality improvement activities occurring throughout the department, contact Cheryl Stephani, internal quality consultant, at (360) 902-7783 or e-mail at [stephcs@dshs.wa.gov](mailto:stephcs@dshs.wa.gov) or Solomon Uwadiae, executive management consultant, at (360) 902-7649 or e-mail at [uwadism@dshs.wa.gov](mailto:uwadism@dshs.wa.gov). Please visit the DSHS Intranet Quality Improvement site at <http://intra.dshs.wa.gov/qualityImprovement/> for ongoing updates of plans, successes, and accomplishments.



# Celebrating Native American Heritage Month with food, displays of basketry, art and resource information

Ours is a nation inextricably linked to the histories of the many peoples who first inhabited this great land. Everywhere around us are reminders of the legacy of America's first inhabitants. Their history speaks to us through the names of our cities, lakes, and rivers; the food on our tables; the magnificent ruins of ancient communities; and, spiritual, linguistic, and kinship bonds that have existed for millennia. Urge all Americans, as well as their elected representatives at the federal, state, local, and tribal levels, to observe this month with appropriate programs, ceremonies, and activities.

**William J. Clinton, 1999 Proclamation of National American Indian Heritage Month (November)**

On Nov. 16, the Economic Services Administration (ESA) State/Tribal Relations Unit (STRU) pro-

vided an educational and cultural opportunity to celebrate this event.

They hosted the Second Annual Celebration and Potluck for National American Indian Heritage Month at the Lacey Government Center (LGC). Over 50 people attended, including representatives from ESA Divisions, Indian Policy and Support Services (IPSS), the federal Administration for Children and Families (ACF), and representatives from the following tribes: Quinault Indian Nation, Lummi, Puyallup, Lower Elwha Klallam and Port Gamble S'Klallam.

American Indian posters, pictures, literature and art filled the room. American Indian art displays were provided by Marilyn Wandrey, Region 5 IPSS and Suquamish Tribal member, Shirley

Sampling Native American foods at the recent ESA tribal celebration were (foreground, from left) Jackie Sledge (WorkFirst Division regional administrator), John Lether (Lower Elwha Klallam Tribe), Chuck Wayman (Region 6 Community Services Division deputy regional administrator), and Sandy Jsames (WorkFirst Division).



Aragon, Region 3 IPSS and Chippewa Cree Tribal member, Vickie Era, Aleut-Koniag Kodiak Doyon Tribal member, Marie Griswold, Chehalis Tribe, Sarah Colleen Sotomish, STRU and Quinault Tribal member, and Tara Blair, STRU and Inupiaq member.

Displays included baskets, cedar bark, grasses, beadwork, jewelry, photographs, dolls, paddles, arrows, drums and blankets. STRU staff set up a resource table with over 40 brochures, newsletters, documents and other materials, many of which were provided by Northwest American Indian Organizations.

Crystal Sampson, Quinault Indian Nation, provided an opening prayer, presentation and supplied freshly smoked salmon for the event. Marilyn Wandrey provided a Welcoming Song, presentation, and an art display. Trudy Marcellay, Region 6 IPSS and Chehalis Tribal member, provided enough delicious frybread for everyone, and extra for some people to take home. With the sound of American Indian flute music in the background, participants enjoyed smoked salmon, frybread, sweet potatoes, corn pudding, ham, rolls, salads, cakes and pies.

All in all, the celebration was a tremendous success.

Internet sites provide other ways to learn more about American Indian law, history, culture, art, resources, issues, events, people and publications.

For example, the ESA State/Tribal Relations Unit (STRU) worked with the Division of Child Support (DCS) to create a Tribal Relations Intranet site. The address is [www.dcs.dshs.wa.gov/dcs/tribal](http://www.dcs.dshs.wa.gov/dcs/tribal). You can access this site from the DCS home page by clicking on AOrganizational Menu@ then ATribal.@

The DCS/STRU Tribal Relations site features numerous resources, information and links related to state/tribal relations and child support. Included is information about STRU, the DCS State/Tribal Relations Team, CSO Tribal Relations Staff, DCS policy and procedure, Federal Indian law and policy, Washington Treaties, Centennial

Agreement, DSHS Administrative Policy 7.01, child support agreements, and links to over 35 tribal Internet sites, including the home page of 12 Tribes in Washington.

For more information about the ESA Celebration for National American Indian Heritage Month or about the DCS/STRU Tribal Relations Intranet site, contact Brady Rossnagle, Child Support program manager, ESA State/Tribal Relations Unit at (360) 413-3115 or e-mail [rossnbx@dshs.wa.gov](mailto:rossnbx@dshs.wa.gov).



Marilyn Wandrey's American Indian art, baskets, and photographs. Wandrey is the Region 5 representative for Indian Policy and Support Services and a member of the Suquamish Tribe.

## Awards



**Mary Bolanos** recently was awarded an HIV/AIDS Educational Award from the state Department of Health. Bolanos is the Infection Control coordinator/Employee's Health program manager for the DSHS Office of Risk Management. She was honored for her 10 years of teaching the bilingual HIV Counseling and Testing and Partner Notification CDC course to bilingual HIV counselors in the state. She teaches this class with Javier Amaya, Health Education program manager, Seattle King-County Public Health Department.



The Employee Services Division Combined Fund Drive (CFD) was a huge success this year in part due to the creative efforts of **Robyn Orchard**, Claims Management specialist. Orchard came up with a great way to raise money for the CFD by asking representatives from each office to be in charge of creating a "Theme Basket" with donations from their staff. Within two weeks staff had created baskets with themes of: Halloween Basket, Bath Time, Night on the Town, Basket of Praise, Night at the Movies, Take the Chill Off, Coffee and Tea Time, Grandma's Preserves, Basketball Hall of Fame, Picket Fence Planter, Gardener's Delight, Beanie Babies, Pasta Bowl, and Children's Tub (full of games and toys). The goal of raising \$1,000 was surpassed by \$400. This wouldn't have been possible without Robyn's positive attitude, determination, and perseverance, according to Bob Connor, director of the division, who presented her with an "On The Spot Award."



## Diversity Calendar

Each month *The News Connection* features special dates provided by the Division of Access and Equal Opportunity. If you have a date you would like included in the calendar, contact Patte King at e-mail [KingPL@dshs.wa.gov](mailto:KingPL@dshs.wa.gov). Not all dates can be included due to length constraints.

### FEBRUARY

- AFRICAN AMERICAN HISTORY MONTH
- 5 Crispus Attucks Day
  - 11 Nelson Mandela Day
  - 12 Lincoln's Birthday
  - 14 St. Valentine's Day
  - 15 Susan B. Anthony Day
  - 16 President's Day
  - 18 Chief Leschi Day
  - 19 Day of Remembrance: Japanese American Internment
  - 22 Washington's Birthday
  - 25 Ash Wednesday
  - 27 Dominican Republic Independence Day
- Brotherhood/Sisterhood Week (16th-20th)

### MARCH

- NATIONAL WOMEN'S HISTORY MONTH
- 2 Lent Begins
  - 6 Ghana: Independence Day
  - 8 International Women's Day
  - 10 Harriet Tubman Day
  - 11 International Services Day
  - 12 HOLI Hindu Spring Festival
  - 16 Black Press Day
  - 17 Ireland National Day
  - 20 1st Day of Spring
  - 21 Bahai New Year
  - 25 Global Understanding Day
  - 27 China Youth Day
  - 28 Czechoslovakia: Teacher's Day